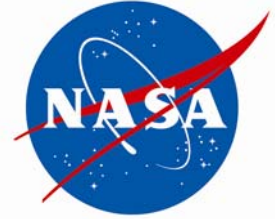


National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

Agency Honor Awards Service Delivery Guide

NSSC-HR-SDG-0015

Revision: A

March 23, 2007

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RELEASED - Printed documents may be obsolete; validate prior to use.

Approved by

/s/ Joyce M. Short

Joyce M. Short
Deputy Director

June 4, 2007

Date

Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	05/31/06	Basic Release
Revision A	03/23/07	<ul style="list-style-type: none">• Changed SDG to match process• Put in new template• Changed flowcharts to cross functional flowcharts

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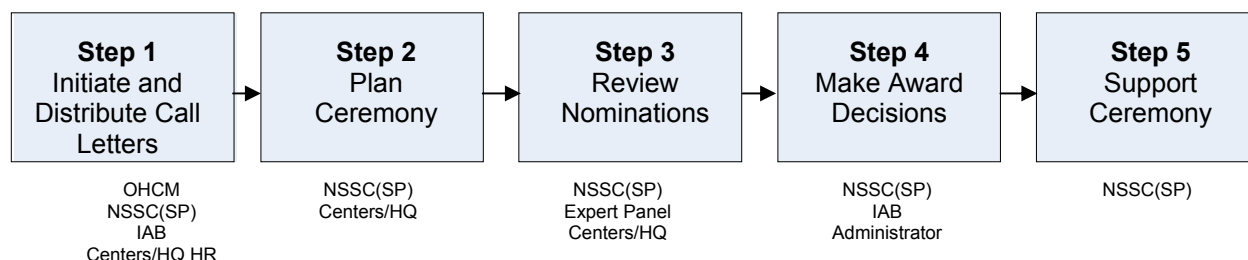
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Agency Honor Awards

Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing administrative support for NASA's honor awards. This includes supporting the nomination process, as well as scheduling, planning, and supporting all aspects of Agency-wide, Center, and Headquarters (HQ) award ceremonies and records maintenance. NSSC Service Provider (SP) personnel will develop the award call letter and ensure timely submission of awards through the automated awards system and establish the Agency Special Category Expert Panels. NSSC(SP) monitors and manages nomination decisions and prepares award packages. During this process, NSSC(SP) works with the Center/HQ Awards Points of Contact (POCs) to plan award ceremonies and presentations, including: producing and distributing award certificates, letters, programs, and other items; scheduling; obtaining supplies; and coordinating travel. NSSC(SP) also provides on-site support for the ceremony and after ceremony activities (e.g., updating databases and delivering group certificates and photos).

Process – Agency Honor Awards



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>OHCM NSSC(SP) IAB</p> <p>Initiate and distribute call letter for Agency Honor Award Nominations to Centers/HQ Human Resources</p>	<p>AGENCY HONOR AWARDS</p> <p>The Office of Human Capital Management (OHCM) retains responsibility for Awards policy and oversight, and will provide guidance on the Awards program and expert panels to the NSSC. OHCM will ensure that NSSC(SP) receives sufficient notice for issuance of the annual call to Centers for Agency Honor Awards nominations.</p> <p>Prior to the planned distribution date of the call letter, NSSC(SP) drafts the Agency Honor Award Nomination Call Letter and sends the proposed call letter through the NSSC Civil Servant (CS) to the Incentive Awards Board (IAB) Chair for review with a copy to the OHCM.</p> <p>Once OHCM edits the proposed call letter, OHCM incorporates the comments, finalizes the letter, and sends it for Approval/Signature by the IAB Recorder. OHCM returns the approved/signed call letter to NSSC(SP), who distributes the call letter to the Center/HQ Awards POCs. The Centers/HQ Awards POCs distribute the call letter to Center/HQ Departments.</p> <p>Output: Approved Call Letter</p>	<p>OHCM ensures that the timing of the annual call letter is communicated to NSSC(SP). NSSC(SP) will update the Agency-wide Awards Calendar as appropriate.</p> <p>NSSC(SP) contacts Centers to obtain workforce numbers for contractors.</p> <p>Chair of IAB is Deputy Administrator for NASA.</p>

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Center/HQ Human Resources Office NSSC(SP)</p> <p>Distribute Call Letters for Center Honor Awards process to Center/HQ Departments</p>	<p>CENTER HONOR AWARDS</p> <p>Centers and HQ HR office notify NSSC(SP) of award call letter requirements. NSSC(SP) develops the Center call letters based on the desired distribution date the Center provides. NSSC(SP) develops the draft for Center/HQ Award POC review, with sufficient time to enable distribution by the Center on the date planned. Once the letter is finalized, NSSC(SP) provides the final letter electronically to the Center for distribution.</p> <p>Output: Call Letters Distributed</p>	<p>Centers generally plan a Center Honor Awards Ceremony in conjunction with the Agency Honor Awards Ceremony. The Center Ceremony generally occurs shortly after the Agency event.</p>
<p>Step 2</p> <p>NSSC(SP) NSSC(CS) Centers/HQ</p> <p>Plan Ceremony</p>	<p>NSSC(SP) is responsible for planning both the Agency-wide ceremony at HQ and Center Honor Awards ceremonies.</p> <p>For the HQ ceremony, NSSC(CS) sends a "meeting request" to the Administrator's office to get the ceremony on the calendar. Once the date is confirmed on the Administrator's calendar, NSSC(SP) arranges for the Color Guard to perform at the ceremony and reserves the auditorium.</p> <p>NSSC works with the Center/HQ Awards POCs to schedule Center ceremonies and plans the receptions at HQ and the Centers. To ensure that all required activities are accomplished, NSSC(SP) works with Center/HQ Awards POCs to develop a checklist/action plan of required activities.</p> <p>Prior to approval of nominations, NSSC(SP) develops publicity for events, coordinates volunteers solicited by Center to assist with preparations, and contracts for flowers/decorations, catering, engraving, and printing for each event when required.</p>	<p>The administrator should be scheduled for the HQ ceremony a minimum of three (3) months prior to the projected date of the awards ceremony. The date is scheduled as tentative.</p> <p>Arrangements for Color Guards or other ceremonial units should be made early in the process once ceremony dates have been confirmed.</p> <p>Centers generally have one or two major ceremonies each year.</p> <p>Purchase frames for certificates. (Wood picture frames are preferable.)</p> <p>The Center's on-site photographer is utilized. This action is Center funded.</p>

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Roles and Responsibilities	Action	Tips
	<p>NSSC maintains a supply of all Center Honor Awards and most other Center Awards (e.g., standardized certificates, folders, frames and trinkets).</p> <p>Output: Project Plan for Ceremonies</p>	
<p>Step 3</p> <p>NSSC(SP) NSSC(CS) Expert Panels</p> <p>Review Nominations</p>	<p>NSSC(SP), in coordination with NSSC(CS) obtains guidance from the OHCM on Expert Panels, as needed, and requests Agency-level Expert Panel Members from the Equal Employment Office (EEO) for applicable categories and HQ. Once the Expert panel is determined, NSSC(SP) establishes the Agency Special Category Expert Panels and communicates rating instructions to them.</p> <p>During this time, NSSC(CS) sends a separate request through the Chief of Staff for the Administrator's nominations and citations. The Chief of Staff provides the Administrator's nominations to the NSSC(CS), along with POCs for each nominee. The NSSC(CS) forwards the nominations and POCs to the NSSC(SP). The POCs will work with NSSC(SP) on preparation of the citation language.</p> <p>Center nominations flow to the NSSC(SP) through the NASA Automated Awards System (NAAS). NSSC(SP) monitors the system near the nomination deadline to ensure that all Center submissions are received in a timely manner. NSSC(SP) contacts Centers that do not have timely submissions and resolve any issues.</p> <p>Once nominations are received, NSSC(SP) identifies the Special Category Award Nominations and submits them through NAAS to the appropriate panels for review. The Expert Panels review the nominations and the Panel Recorder documents the results of their review in NAAS.</p>	<p>Centers submit nominations in NAAS.</p> <p>Nomination submissions must include overage justifications for any nominations exceeding allocations.</p> <p>Request Administrator's nominations through the Chief of Staff and identify POCs for each nominee.</p> <p>Work with Administrator's contact to prepare citation language.</p> <p>Expert Panels may recommend changing the category of the award.</p> <p>The NAAS will notify NSSC when nominations are submitted.</p> <p>The Expert Panel may recommend the nomination be submitted to another category. These nominations may only be submitted to categories that do not go to Expert Panel for review. Award allocations must be reviewed.</p> <p>Expert Panel's decisions are entered into NAAS by</p>

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Roles and Responsibilities	Action	Tips
	<p>The Expert Panels can recommend approval or disapprove. <i>The Expert Panels can recommend changing the category of the nomination.</i></p> <p>Output: Established Special Category Expert Panels, Rating Criteria, Decision on Nominations, Entry into NAAS</p>	<p>the panel recorder.</p>
<p>Step 4</p> <p>IAB Administrator NSSC(SP)</p> <p>Make Award Decisions</p>	<p>NSSC(SP) incorporates the Administrator's Nominations with the nomination decisions from the Expert Panels into Recipient Lists. The NSSC(SP) then develops an awards package which is sent through the NSSC(CS) to OHCM for review. OHCM then forwards the packages to the IAB for action.</p> <p>The awards package includes a cover memo for signature by the IAB Recorder, a checklist for the Administrator's Package, statistical charts, the nomination list, and memorandum for signature by the Chair of the IAB. Memorandums are for approval of the nominations and for approval of any nominations exceeding allocations.</p> <p>OHCM receives and reviews the Honor Award package and forwards it to the IAB. IAB reviews the nominations, and makes changes as needed. IAB recorder reviews and signs off on the award nomination recommendations, and forwards the recommendations to the Chairman of the IAB. The Chair reviews the recommendations and makes changes as desired. OHCM updates the electronic awards package based on changes made by the IAB and notifies NSSC(SP) of the final decision.</p> <p>NSSC(SP) must ensure that the database remains updated based on changes throughout the review process. Once OHCM returns the awards package to NSSC(SP), the NSSC(SP) will prepare and forward,</p>	<p>Award nomination packages are sent to OHCM electronically and in hard copy.</p> <p>NSSC(SP) needs to ensure that the Awards database is updated as nomination decisions are made.</p> <p>If issues cannot be settled prior to pre-scheduled IAB meeting, IAB will meet to resolve outstanding issues</p> <p>If all issues are resolved in advance of IAB meeting, the meeting will be cancelled.</p> <p>Approval package includes a memo for Administrator to sign approving nominees and four "Administrator Packages" (Packages for Administrator's Approval/ Signature).</p> <p>The awards package requires multiple levels of concurrence including the Administrator's correspondence unit.</p>

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Roles and Responsibilities	Action	Tips
	<p>through OHCM, a memo from the IAB Chair to the Administrator requesting approval of the nominees. The approval package includes a memo for the Administrator to sign approving nominees and four “Administrator Packages” (Packages for the Administrator’s Approval/Signature).</p> <p>The approval package includes memos to the Chair of the IAB, Center Directors, HQ Officials in Charge, Agency-wide Award Recipients at HQ (including details of Ceremony) and copies of all nominations.</p> <p>Once the Administrator signs the memos, they are returned to the IAB recorder, who forwards the memos to NSSC(SP) and provides a copy to the IAB Chair. NSSC(SP) distributes the memo to the Center Directors and Associate Administrators, prepares and delivers memos for Center Director and Associate Administrator signature to notifying recipients, and Center/HQ Award POCs.</p> <p>List of approved nominees is sent to the Office of the Administrator for content review of citations. Once approved the list is forwarded to the NSSC(SP).</p> <p>Output: Approval Packages</p>	
<p>Step 5</p> <p>NSSC(SP)</p> <p>Support Ceremony</p>	<p>Once the names of recipients are known, NSSC(SP) prepares invitations; designs and arranges for production of programs; prepares citations, medallions, and plaques. Additionally, the NSSC continually provides support for all aspects of the awards ceremony. NSSC(SP) tracks acceptances once invitations have been issued.</p> <p>Working closely with the Center/HQ Awards POCs, NSSC(SP) finalizes the plans for the Agency-wide, HQ, and Center ceremonies. NSSC(SP) provides advice and guidance for</p>	<p>Reminder: NSSC(SP) must ensure that NAAS is kept updated based on awards decisions during the review and approval process.</p> <p>Supplies include: medals with neck ribbons; framed, sealed, and signed certificates, etc.</p> <p>Individual certificates for group awardees are not delivered to the ceremony,</p>

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Roles and Responsibilities	Action	Tips
	<p>recipient travel and logistics. They also develop podium scripts and seating charts based on the order of presentation; ensure programs, certificates, medals and plaques are ready and on-site in time for the ceremony; finalize reception plans; and work with Centers on final actions, such as flowers, photographers, and color guard.</p> <p>NSSC(SP) provides the on-site staff to coordinate the actual ceremony logistics and ensure the post-ceremony tasks, such as updating databases, returning the reception facility to normal daily usage status, and delivering group certificates/photos.</p> <p>Output: Updated NAAS, Finalized Plans, Completed Post-Ceremony Tasks</p>	<p>but are sent to Awards Officers after the ceremony.</p> <p>NSSC(SP) must ensure that all supplies are delivered in time for the ceremonies, and annotate supply inventory to identify re-order needs.</p> <p>Be sure to have recipient contact information on the RSVP list.</p> <p>Ensure that recipients are seated in correct location to avoid delays in presentations.</p>

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)	Call Letters	Centers/HQ	By the planned distribution date.
NSSC(SP)	Begin ceremony planning/create ceremony action plan	Centers/HQ	NSSC(SP) will keep Center/HQ apprised of ceremony preparation progress.
NSSC(SP)	Update awards database	NAAS	As changes are made to the nomination list, throughout the review/approval process.
NSSC(SP)	Develop awards package	Administrator	Within two (2) days after receiving recommendations from the IAB chair.
NSSC(SP)	Deliver all awards medals, plaques, and other mementos	Centers/HQ	Prior to the Awards Ceremony.
NSSC(SP)	Deliver individual certificates for team members	Centers/HQ	Within thirty (30) days after the Awards Ceremony.

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

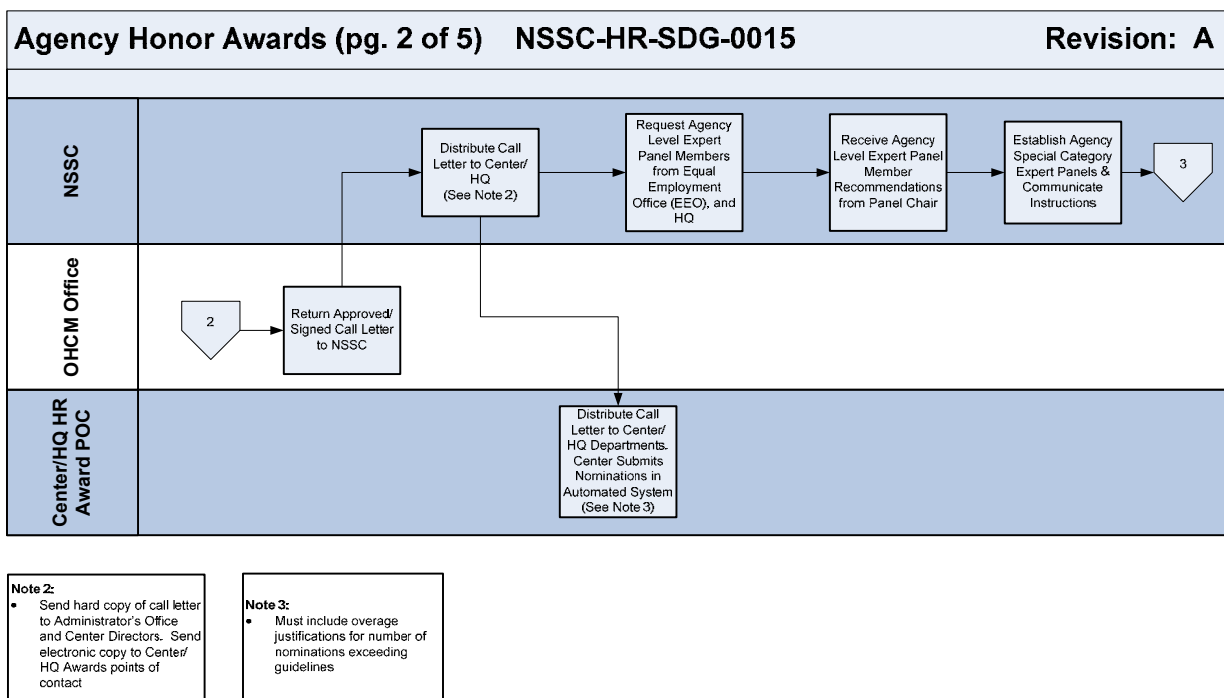
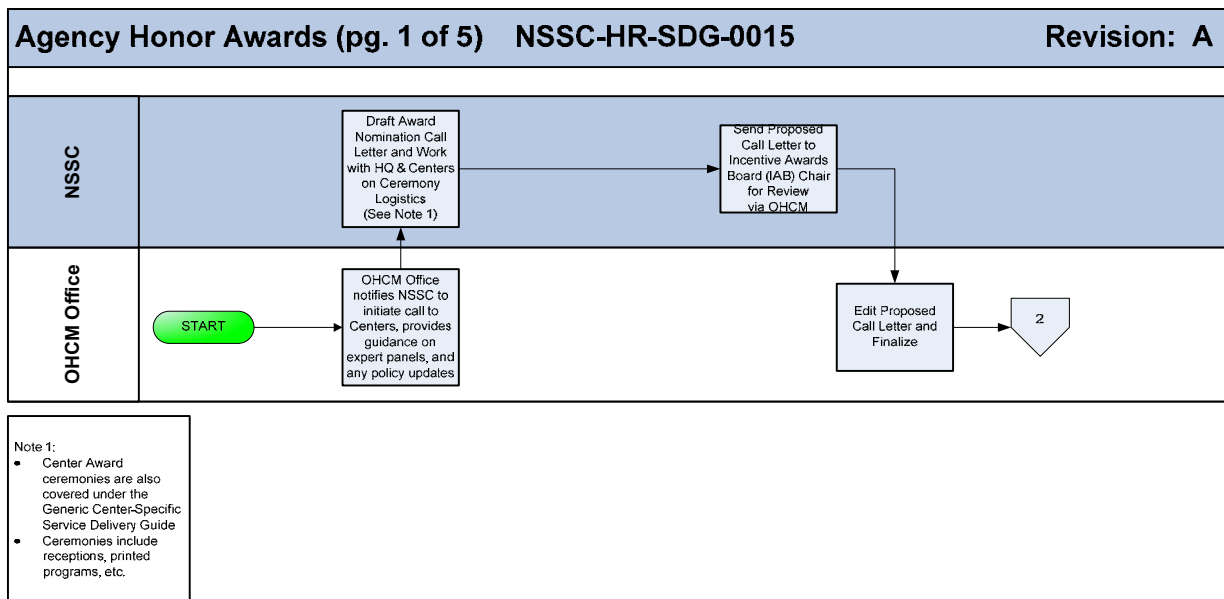
New Systems

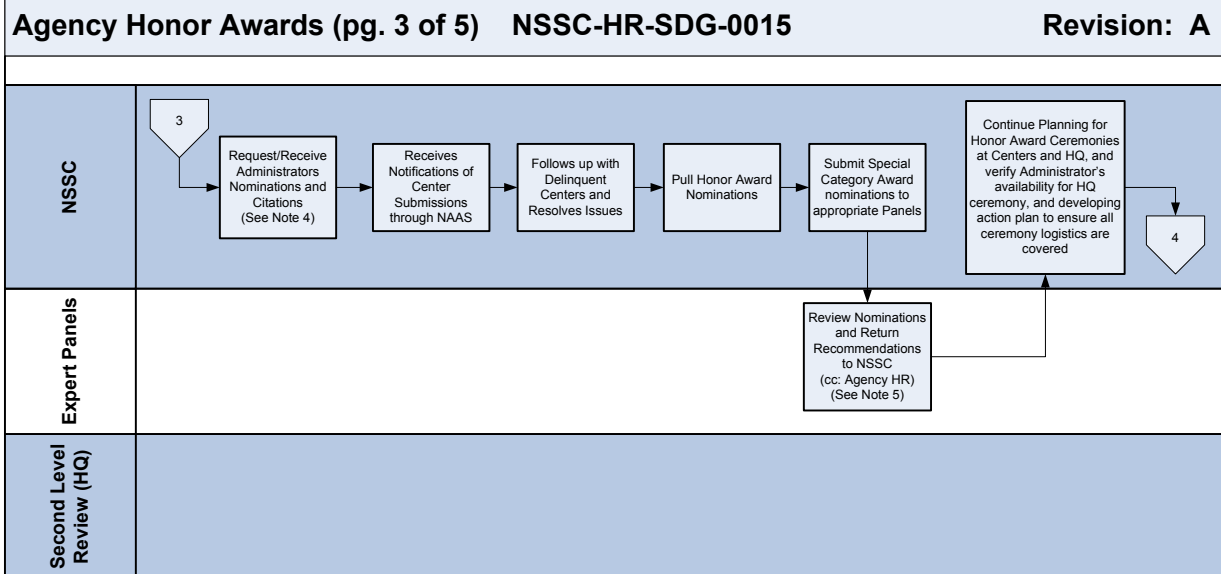
Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account is used to validate access to NAAS	NAAS interfaces with the NASA Organizational Profile System (NOPS) and FPPS to process monetary awards and to update civilian personnel roster.

Customer Contact Center Strategy

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

Agency Honor Awards Cross Functional Flowchart

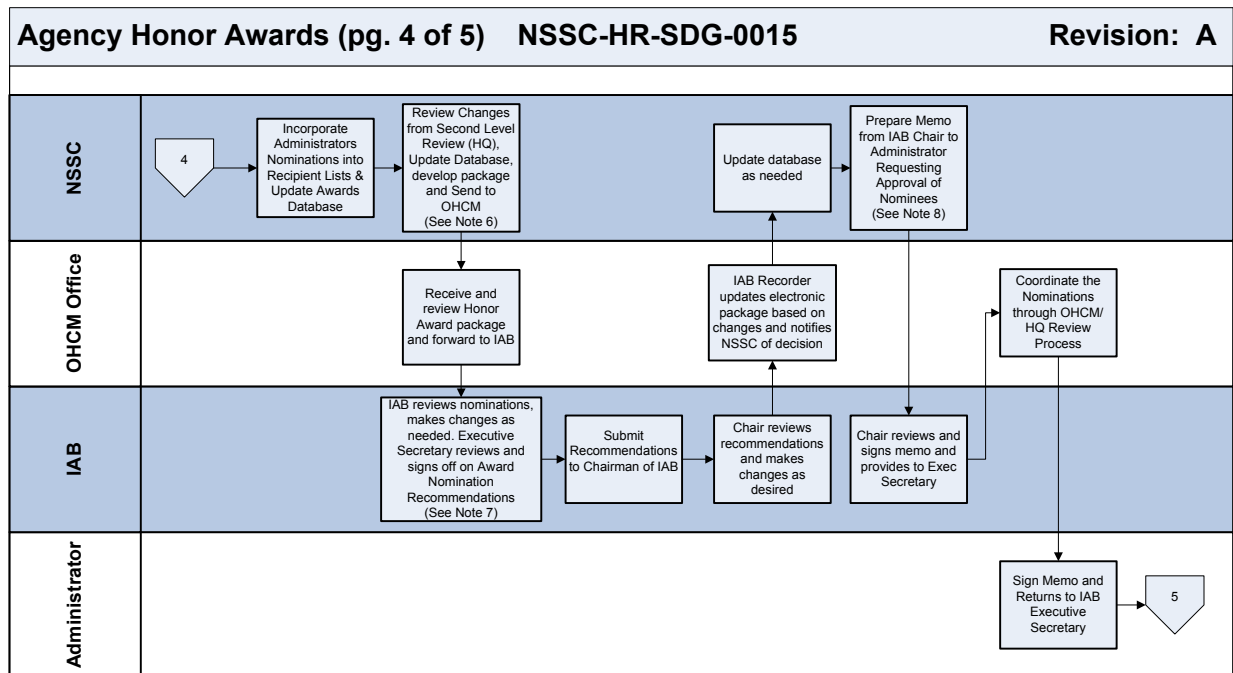


**Note 4:**

- NSSC(IG) makes formal request through Chief of Staff
- Identify FOC for each Nominee
- NSSC(SP) works with Administrator's Contact to prepare citation language

Note 5:

- Recommend approval
- Recommend disapproval, or
- Recommend changing the category of the award

**Note 6:**

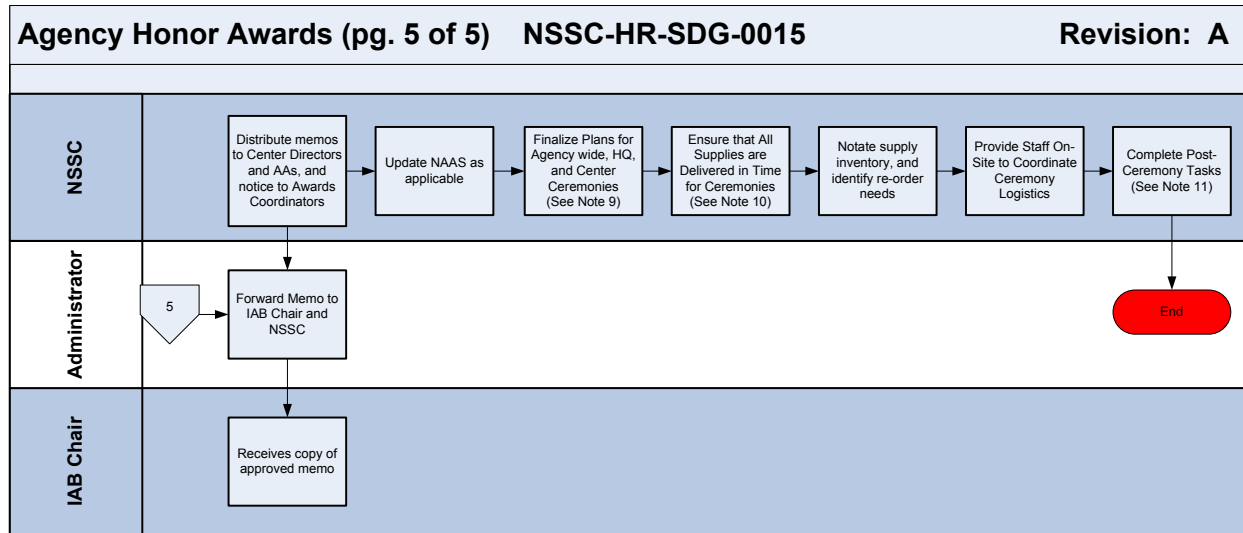
- Send electronically and in hard copy
- Cover Memo for Executive Signature by Secretary of IAB
- Checklist for Administrators Package & statistical charts
- Enclose nominations and Memos for sign off by Chair of IAB for approval of nominations
- Must include overage justifications for number of nominations exceeding guidelines

Note 7:

- If issues cannot be settled prior to pre-scheduled IAB meeting, IAB will meet to resolve outstanding issues
- If all issues are resolved in advance of IAB meeting, meeting will be canceled

Note 8:

- Includes Memo for Administrator to Sign, which Approves Nominees
- Requires Preparation of four "Administrators Packages" (Packages for Administrator's Approval Signature)
- Administrators Package Requires Multiple Levels of Concurrence including the Administrators Correspondence Unit
- Packages include:
 - Memo to Chair of IAB with Approved Recipients
 - Memo to Center Directors with Approved Recipients
 - Memo to Officials in Charge of HQ with approved Recipients
 - Memo to Agency wide Award Recipients at HQ includes DSM, DPSM, and One NASA Peer Award Recipient (Includes Details of Ceremony)
 - Copies of all nominations

**Note 9:**

- NSSC will prepare memos for Center Director signature to notify recipients
- NSSC will coordinate all recipient travel and logistics, finalize reception and programs, and work with Center on final actions (such as flowers, photographers, color guard, etc.)

Note 10:

- Including medals with neck ribbons, framed, sealed, and signed certificates, etc.
- Individual certificates for group awardees are not delivered to the ceremony, but are sent to Awards Officers after the ceremony

Note 11:

- Updating databases
- Clean up from reception
- Delivering group certificates
- Delivering photos, etc.

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